

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

December 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC6184	Astound Broadband, LLC	Billing	Bill Adjustment	1
		Billing	High Bill	1
			Total ICs	2
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	17
		Billing	Bill Not Received	1
		Billing	Bundled Services	3
		Billing	Cramming	2
		Billing	Disputed Customer of Record	4
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	14
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	14
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Arrangements	1
		Billing	Slamming	1
		Billing	Toll Dispute	1
		Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	7
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	2
		Service	Call Quality	24
		Service	Delayed Orders/Missed Appointments	31
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	3
		Service	Outage	50
		Service	Refusal To Serve	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	2
		Billing	Bundled Services	1
		Billing	High Bill	1
		Billing	Other Charges	2
		Billing	Slamming	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
				Total ICs
CEC3021	AT&T Mobility	Billing	Bill Adjustment	9
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	7
		Billing	Other Charges	10
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	2
		Service	Number Portability - Wireless or Landline	1
				Total ICs
CLC7118	Birch Communications	Billing	Cramming	1
		Billing	Slamming	1
				Total ICs
CER4412	Budget Mobile, Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
				Total ICs
IER7050	CAISI, Inc.	Billing	Cramming/3rd Party Billing	1
				Total ICs
CLC5807, CLR5807, IEC5807	Call America	Billing	Out of Service Credit - OOS	1
				Total ICs
DVS1179	Clear; Clearwire	Service	Number Portability - Wireless or Landline	1
				Total ICs
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
				Total ICs
CER4328	Consumer Cellular, Inc.	Billing	Cramming	1
				Total ICs
CLR5425	Covista, Inc.	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
				Total ICs
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Backbilling	1
		Billing	Bundled Services	1
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
				Total ICs

Utility Code	Utility Name	Category	Subcategory	Count
CER4308	CREDO	Billing	Cramming/3rd Party Billing	1
			Total ICs	1
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
IEC6676	FirstLink Communications	Billing	Slamming	2
		Policy and Practices	Abusive Marketing	1
			Total ICs	3
CLC5429, IEC5429	Frontier Communications	Billing	Bill Adjustment	1
		Billing	Out of Service Credit - OOS	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
			Total ICs	3
CLC6875	Horizon Cellular	Service	Disconnected In Error	1
			Total ICs	1
CLC6083	Integra Telecom	Billing	Early Termination Fee - ETF	1
		Service	Call Quality	1
			Total ICs	2
CLC5941	Level 3 Communications, LLC	Service	Outage	1
			Total ICs	1
CEC3079	MetroPCS	Service	Call Quality	2
			Total ICs	2
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	1
			Total ICs	1
CER4387	ReachOut Wireless	Lifeline	LLB Approved for Discount	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	3
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	3
		Billing	Slamming	2
		Policy and Practices	Abusive Marketing	2
			Total ICs	16
IER6725	Teledias Communications, Inc	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	2
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	2
			Total ICs	6
IEC5245	Telepacific Telecommunications Corp.	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
IER6444	Teleuno, Inc.	Billing	Slamming	1
			Total ICs	1
CER4380	Telscape Communications, Inc.; Surelink Mobile	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	2
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	7
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Payment Error	1
		Billing	Slamming	1
			Total ICs	4
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	7
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	3
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	13
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Prepaid Phone Cards	1
		Service	Number Portability-Wireless or Landline	1
			Total ICs	2
IER7170	United Telecom, Inc.	Billing	Slamming	1
			Total ICs	1
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Disputed Customer of Record	1
			Total ICs	1
CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	6
		Billing	Bill Not Received	1
		Billing	High Bill	1
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	1
		Billing	Premise Visit Charges	3
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnection Non Payment	3
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	11
	Total ICs	51		

Utility Code	Utility Name	Category	Subcategory	Count
CEC3029	Verizon Wireless	Billing	Bill Adjustment	7
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	6
		Billing	Other Charges	5
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	6
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Refusal To Serve	1
			Total ICs	31
CER4327	Virgin Mobile	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Federal Program/Equipment	8
				Total ICs
DVS1135	Vonage America Inc.	Billing	Other Charges	1
				Total ICs
IER6985	Windstream Communications, Inc.	Billing	High Bill	1
				Total ICs
CLC5553, IEC5553	XO Communications Services	Billing	High Bill	1
				Total ICs
Total ICs Sent ¹				434

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.